



COLLIN COUNTY

Information Services
2300 Bloomdale Rd
Suite 3198
McKinney, Texas 75071
www.collincountytx.gov

To: Michalyn Rains
From: Caren Skipworth, CIO
Date: September 29, 2015
Re: Use of Re-manufactured Toner Cartridges

Michalyn,

IT is IT's preference to not use re-manufactured toner cartridges for the following reasons based on past experiences:

- Over 50% of the cartridges would leak toner into our printers when we used them.
- Leaky cartridges caused damage to the fuser and sometime other parts causing increase repair cost.
- Our printer warranty and maintenance will not cover printer damage created by a toner cartridge that leaks.
- About 30% of the cartridges would smear on the print job, in turn wasting paper.
- IT would require the toner provided (company) to cover printers damaged by a leaky cartridge, which they refused and would not make it part of the contract.
- The vendor would not provide us credit or resend a cartridge in its place after a percentage of the toner was used. Sometimes the cartridge would not leak until half or more the toner was used.
- It increases our IT Tech work load dealing with problem printers and also frustrates the user as well as downtime.
- Out printer manufacture does not recommend them.
- Minor but we had some leak during install that got all over the carpet, which you can't remove.
- IT received a high volume of IT tickets with bad print quality.

I've pulled print counts on all network attached printers and in FY15 we've printer 17m pages. My focus is to attack the larger use departments and try to automate it. Criminal cases are the bulk of the printing and we are starting the automation to eCriminal this December 2015, but it will be a 2 year roll out.

Caren R. Skipworth

Thanks,
Caren